

ECHO Housing Landlord/Tenant Counselor

Alameda County

Report for April-June 2015

Mary Colbert

Landlord/Tenant Counselor

Marvel Mills

Housing Counselor

ECHO Housing Landlord/Tenant Counseling Services

Alameda County

Report for April- June 2015

During the fourth quarter of FY 14-15, evictions, repairs and rent increases were the most common inquiries received and addressed by the Landlord/Tenant counseling staff. We handled 69 evictions, 27 deposits, 32 repairs, 54 rent increases, 7 entries, 3 retaliation and 69 other inquiries. Other services include: breaking rental contracts and leases, mold, harassment, noise, rental assistance, and providing general information on tenants' and landlords' rights with referrals to attorneys, small claims court, and eviction defense. We served 232 clients who had 261 inquiries in the fourth quarter.

Cases mediated

There were a total of 9 cases mediated this quarter. The majority of calls have been regarding evictions and rent increases.

Eviction Mediations

There were 7 eviction mediations/attempted reconciliations this quarter. The ECHO Counselors had 2 successful eviction mediations.

Example of an eviction mediation

One case involved a Tenant whose Landlord sent her a 30-day notice to move out by text message. The Tenant informed the Landlord that she did not receive a text message from her. When asked to see the text the Landlord stated "she did not have to show her anything." She was also informed by the Landlord that she needed to move because she has a prospective tenant that wants to move in. The tenant called ECHO to find out her rights. The Counselor called the Landlord and told since the Tenant is on Section 8, proper notice was not given and it should be 90-day notice in writing signed. A dated copy should also be forwarded to the Housing Authority. She stated that she was not aware of the procedure and will correct and reconsider the

notice. This mediation was successful. The Counselor will continue to focus on the education and empowerment of our clients and the prevention of homelessness.

Landlord-related inquiries

Of 232 clients this quarter, 11 were owners, property managers, and/or resident managers requesting information, referral, mediation, and assistance.

Outreach

ECHO Housing distributed 1,030 flyers to 103 Alameda County community-based organizations. The Counselor participated in the Oakland Housing Authority Rental Property Owner Appreciation Day and distributed flyers to property owners who provide affordable housing in unincorporated and urban County.

Trends

While there is the perception of economic growth, many of our clients are forced to work part time jobs and/or have been forced to receive public assistance, forcing them to move out of their homes due to the increases of rent. We have noted that several rent increases for the quarter have risen above the Alameda County Rent Review Ordinance threshold. Please see the **Rent Increase Inquiries Summary** on the following page.

Respectfully submitted,

Mary Colbert

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Tenant/Landlord Counselor

Marvel Mills

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Housing Counselor

Alameda County Rent Mediation Program
Fourth Quarter 2014-15
Rent Increase Inquiries

SUMMARY

In this fourth quarter, staff handled a total of 54 rent increase inquiries. Six of these increases were from North County, which is not under the Alameda County Rent Review Ordinance. Of the other 48 inquiries were from tenants who had questions about rent increases, 36 were given proper information about the County Ordinance and the amount of time to pay the increase according to state law.

In addition to the state law and ordinance information, every tenant is also offered mediation. Of the 26 cases that reached the Rent Review threshold, 2 Landlords agreed to reduce the rent, 10 Landlords would not agree to lower the rent or mediate, and in the remaining cases, the tenants did not wish mediation due to the non-binding nature of the mediation.

**Quarterly Report
Landlord/Tenant Counseling & Mediation**

ALBANY			
Reporting Period April through June 2015	Current	Last Period	YTD
1. Female	6	12	18
2. Disabled	1	2	3
3. Family Size			
1 - 4	11	17	28
5+	0	2	2
4. Age of Head of Household			
<18	0	0	0
<62	8	15	23
62+	3	4	7
5a. Ethnicity of Clients			
Hispanic	0	2	2
Not Hispanic	11	17	28
Chose not to respond	0	0	0
5b. Race of Clients			
American Indian/Alaska Native	0	0	0
Asian	1	1	2
Black or African American	1	2	3
Native Hawaiian or Pacific Islander	0	0	0
White	9	14	23
Multi-Race			
American Indian/Alaska Native & White	0	0	0
Asian & White	0	0	0
Black or African American & White	0	0	0
American Indian/Alaska Native & Black or African American	0	0	0
Other Multiple Race	0	2	2
Chose not to respond	0	0	0
6. Income Levels			
0 - 30% of Area Median Income (AMI)	3	10	13
31 - 50% of AMI	6	6	12
49 - 80% of AMI	2	3	5
81 - 100% of AMI	0	0	0
>100% of AMI	0	0	0
Chose not to respond	0	0	0
7. Number of Clients Counseled by Purpose of Contact and Results			
1. Received housing search assistance	0	0	0
2. Obtained temporary rental relief	0	0	0
3. Counseled & referred to agency with rental assistance program	0	0	0
4. Advised on recertification for HUD/other subsidy program	0	0	0
5. Counseled & referred to other social service program	1	0	1
6. Counseled & referred to legal aid agency for fair housing assistance	1	0	1
7. Counseled & referred to legal aid agency for eviction assistance	1	2	3
8. Found alternative rental housing	0	0	0
9. Decided to remain in current housing situation	0	0	0
10. Resolved issue in current tenancy	8	9	17
11. Entered debt management/repayment plan	0	0	0
12. Counseled & utilities brought current	0	0	0
13. Resolved security deposit dispute	0	2	2
14. Currently receiving counseling	0	0	0
15. Withdrew from counseling	0	0	0
16. Other	0	6	6
TOTAL	11	19	30

Albany	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits									1	1
Properties Tested/Audited										0
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO									1	1
Pending										0
Successful Conciliation										0

Dublin	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits			1						1	2
Properties Tested/Audited										0
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO									1	1
Pending			1							1
Successful Conciliation										0

Emeryville	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	5		1						1	7
Properties Tested/Audited	4									4
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence	4									4
Cases Dropped										0
Resolved by ECHO									1	1
Pending	1									1
Successful Conciliation			1							1

Newark	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	1	1								2
Properties Tested/Audited										0
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending	1	1								2
Successful Conciliation										0

Piedmont	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits										0
Properties Tested/Audited										0
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Unincorporated Alameda County	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	6			1					3	10
Properties Tested/Audited	6									6
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence	6			1					1	8
Cases Dropped										0
Resolved by ECHO									1	1
Pending										0
Successful Conciliation									1	1

Note: In some instances, there will be more units of service for fair housing than actual clients. This is because some clients allege discrimination based on more than one protected class.

Note: These numbers represent complaint data only (not inquiries or audits).

RESIDENCY	MEDIAN HOUSEHOLD INCOME				SIZE OF HSEHOLD		HEAD OF HSEHOLD		AGE OF HSEHOLD HEAD		ETHNICITY											LST QTR YTD	QTR. TOTAL	YEAR TO DATE			
	1	2	3	DTS	<5	5+	F	D	<62	62+	1	2	3	4	5	6	7	8	9	10	*						
Albany	1				1				1					1									0	1	1		
Dublin		1		1	2			2	2					2									1	2	3		
Emeryville			2	1	3			2	3				3										2	3	5		
Newark	1				1			1	1					1									2	1	3		
Piedmont																							0	0	0		
Uninc. AC	1	3	1		4	1		4	2	5			2								3	2	15	5	20		
TOTAL	3	4	3	2	11	1		7	4	12	0		0	0	5	0	4	0	0	0	0	0	3	3	13	12	32
	INCOME CODE: 1) Below 30% of Median 2) 30-50% of Median 3) 50-80% of Median						HEAD OF HSEHOLD CODE: F) Female D) Disabled				ETHNICITY CODE: 1) American Indian or Alaska Native 2) Asian 3) Black or African America 4) Native Hawaiian or Other Pacific Islander 5) White 6) American Indian or Alaska Native and White 7) Asian and White 8) Black or African American and White 9) American Indian or Alaska Native and Black or African American 10) Balance/Other *Also Hispanic																